

CREW MEMBER

JOB DESCRIPTION

JOB TITLE:	Crew Member
WHO YOU WILL REPORT TO:	Senior Crew/Duty Manager

ABOUT THE HANGAR

The Climbing Hangar started life in a Liverpool warehouse in 2011. Since then, we've grown to become a national business with sites across the UK. Our mission is simple – to inspire bolder living through indoor climbing.

We bring together epic climbing, fresh coffee and a fun-filled community to cities all over the UK. We are passionate about climbing. But more importantly, we're passionate about the impact that a social, challenging, supportive, progressive and fun activity can have on people's lives, regardless of ability, age or fitness.

We are obsessed with creating unforgettable experiences for climbers of all levels. As one of the leading climbing groups in the UK indoor climbing industry, we're dedicated to pushing the boundaries of what's possible and fostering a community where adventure thrives. Our climbing facilities are more than just walls – they're vibrant hubs of energy, creativity, and connection. Join us on this exhilarating journey as we inspire people to reach new heights and discover their inner strength #boldertogether

THE ROLE

Crew Members are a vital part of our climbing community, helping to deliver exceptional customer service, support guest safety and enjoyment, and maintain a clean, functional, and welcoming facility. You'll play a key role in ensuring every visitor has an outstanding experience while contributing to a positive and supportive team atmosphere.

This is a varied and active role that includes working across reception, retail, climbing support, cleaning, and our café. We're looking for someone friendly, enthusiastic and consistently puts customer service first.

KEY RESPONSIBILITIES

Commercial Awareness & Support

- Support the overall commercial strategy to deliver membership sales strategies, retention initiatives, and targeted acquisition campaigns, where initiatives are approved.
- Promote membership acquisition, conversion and retention by participating in sales conversations and supporting commercial initiatives led by Management.
- Under the guidance of the General Manager, contribute to commercial initiatives to grow memberships, retail, and café sales to improve margin and overall site profitability.

Customer service

- Deliver excellent customer service, resolve inquiries and issues promptly, and foster a welcoming, inclusive atmosphere.
- Gather and act on customer feedback, answer questions about products/services/policies, and support responses to customer reviews following The Climbing Hangar guidelines.
- Understand that sales are a natural extension of service—actively listen, recommend solutions, and guide customers toward products and services that enhance their experience.
- Maintain strong product knowledge (climbing, café, retail) to uphold confident, service-led selling.
- Take child protection seriously and follow safeguarding procedures and escalate concerns. The role may involve contact with children.
- Conduct regular 'matt walks' to help build long-term customer relationships through consistent, supportive service.
- Deliver inductions, support and guidance to climbers of all levels.
- Actively encourage first-time climbers to return—promoting memberships, classes, guest passes, competitions, and community events.
- Run, facilitate, and provide ongoing support with climbing sessions, classes and social sessions, ensuring smooth operations.

Operational & Financial Execution

- Maintain safety, cleanliness, and compliance of areas in line with facility H&S policies, escalating issues to the General Manager as required.
- Confirm cleaning checks are documented in the digital compliance system.
- Handle cash management in line with financial procedures and escalate any discrepancies to the General Manager.
- Assist with stock management and climbing wall tasks, including hold washing and safety checks.

Team Collaboration

- Support admin tasks, social media, and event planning/execution.
- Support the Social Media Administrator with social media content to strengthen community engagement and promote The Climbing Hangar.

Health & Safety

- Monitor climbing areas, reinforce rules, and address safety concerns, escalate to management where necessary.
- Awareness of emergency response procedures, including First Aid, Fire Emergency, and EHO inspection protocols, with support from management.

Barista

- Prepare high-quality espresso-based drinks, maintain and troubleshoot coffee equipment and sustain consistency, presentation, and service excellence.
- Actively seek to develop barista skills and service excellence, deliver high coffee standards, and stay informed to enhance customer service.

Food Delivery & Safety

- Understand and adhere to food safety standards, including HACCP procedures, correct storage, allergen management, and compliance with Natasha's Law, ensuring accurate record-keeping at all times.
- Stay informed about menu updates and promotions to effectively upsell customers and keep staff in the loop.

PERSON SPECIFICATION

Essential Criteria

- Right to work in the UK.
- Commitment to safeguarding and promoting welfare.
- Excellent communication skills, with the ability to interact positively with people of all ages and backgrounds.
- Ability to work effectively in a fast-paced environment and handle multiple tasks.
- Strong interest in developing skills to deliver coaching and social sessions.
- Self-motivated and able to work independently and as part of a team.
- If based in England or Wales, a Basic DBS certificate is required for this role. If you then pursue coaching during your employment with us, an Enhanced DBS certificate is required, and you will also be asked to complete a DBS self-declaration form. (TCH-funded)
- If based in Scotland, you will be required to join the PVG scheme. (TCH-funded)

Desirable Criteria

- Passion for climbing and a genuine interest in promoting the sport to others.
- Previous experience delivering, teaching, instructing, or coaching in any setting.
- Strong background in customer service/hospitality.
- Social media content creation experience.
- Barista experience.
- Point of sale experience.

WHAT'S IN IT FOR YOU?



Free climbing for you, your dependents (your children under 18) **and a plus one.**



Training & development opportunities, including in-house coaching, first aid & safeguarding training.



Access to our Employee Assistance Programme.

Along with an on-site Mental Health First Aider and access to counselling services.



28 days annual leave per year (Pro-rata & inclusive of bank holidays).



Rota in advance (4 weeks)



Long service recognition.



Discounts on food and drinks from our café.



Discounted gear from our retail range.

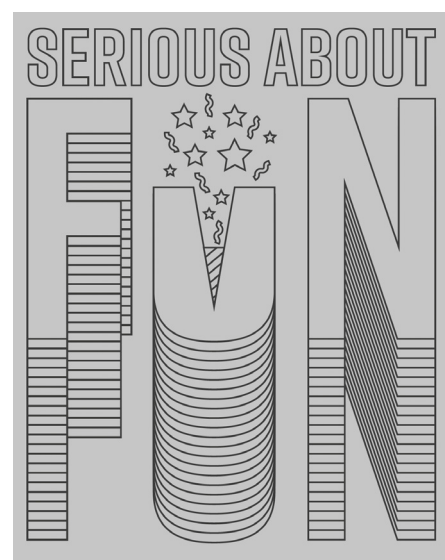
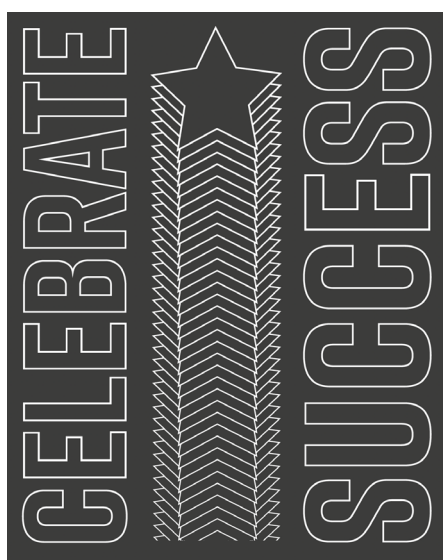
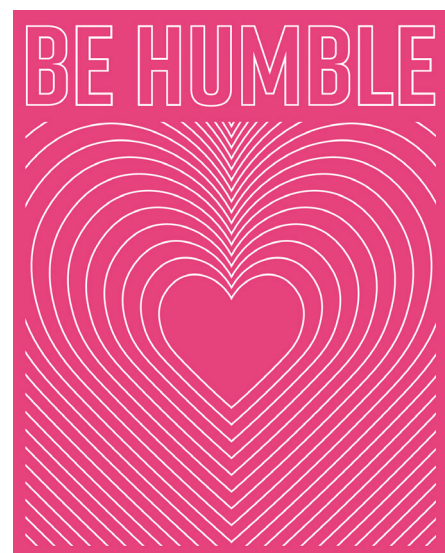
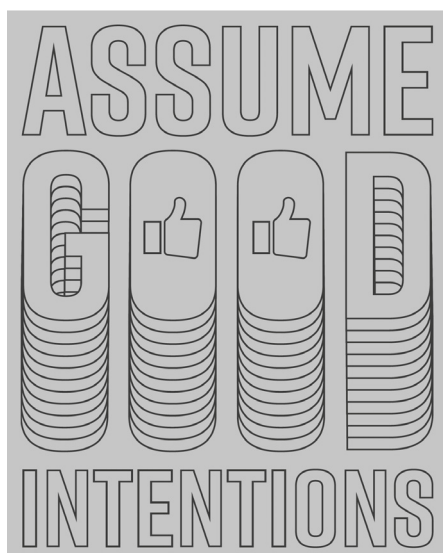
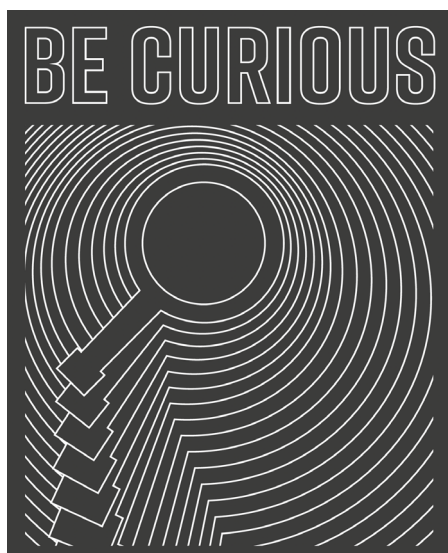


Employee referral scheme.

WORK & CONDITIONS

- Customer-facing role.
- Ability to work flexible hours, including evenings, weekends, and holidays.

OUR VALUES



EQUAL OPPORTUNITIES STATEMENT

We are an equal opportunities employer and are committed to ensuring equality of opportunity for all. We welcome applications from all suitably qualified candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. All employment decisions are made based on merit, skills, and experience.

SAFEGUARDING STATEMENT

The Climbing Hangar acknowledges the duty of care to safeguard and promote the welfare of children at risk. The Hangar is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

HOW TO APPLY

Please send your CV and a cover letter to recruitment@theclimbinghangar.com, and write the 'position' you're applying for, as well as the 'location' of the centre, in the subject line.

*Please be aware that it is our company policy not to provide individual feedback on interview outcomes. This is to ensure fairness and consistency for all applicants.

*Any information provided to us will be held in strictest confidence. It will be processed and retained in accordance with the Data Protection Act (2018) and UK GDPR.